



JOB DESCRIPTION

Title: **CUSTOMER SERVICE SUPERVISOR**
Department: Administration Services/Customer Services
Class Code: 5210
FLSA Status: Non-Exempt
Effective Date: July 1, 1982 (Rev 07/2012)
Grade Number: 19

GENERAL PURPOSE

Under the direction of the City Treasurer, supervises, plans, organizes and coordinates the activities and operations of the Customer Service Division; functions in a working supervisor capacity to perform a variety of general technical accounting duties involving financial transactions, record keeping and customer service; provides direction to the Customer Service Representative and Billing Editors in the performance of their duties.

EXAMPLES OF DUTIES

- *-- Supervises, hires, trains, evaluates and disciplines employees.
- *-- Plans, organizes and controls the operation of the Customer Service Division; coordinates activities between Meter Readers, Billing Editors and Meter Reader Supervisor.
- *-- Assigns personnel to the various operations and instructs them when necessary so they are trained to perform assigned duties in accordance with established methods and procedures.
- *-- Reviews Billing Editors' work for accuracy; schedules Billing Editors' work to meet deadlines.
- *-- Reviews Meter Reader Supervisor's work; compiles data, makes recommendations, initiates letters, notices and reports necessary to the collection of delinquent accounts and reports to the City Treasurer on their progress.
- *-- Reviews Meter Reader's work for accuracy and efficiency; makes recommendations.
- *-- Collaborates with M.I.S. personnel in the development of new programs and changes to existing programs to meet future needs.

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- *-- Maintains and balances accounts against other accounting records; prepares special reports and financial statements; oversees financial accounts receivable duties.
- *-- Updates billing rate file; electronically transfers funds for utility bill bank draft payments.
- *-- Assists in developing and implementing new billing techniques and systems or in modifying existing methods and procedures.
- *-- Inputs and approves required adjustments to individual accounts and the general ledger.
- *-- Aids independent auditors in performance of annual audit; provides information; answers questions; explains procedures and policies as required.
- *-- Performs quality control audits in order to insure accuracy of billing records.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- Bachelor's Degree in Accounting, Finance, Public Administration or Business Administration and two (2) years of related experience in Customer Service/Accounting, one (1) of which must have been in a supervisory capacity OR any equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities

- Experience in utilization of sound management and public relations techniques.
- Working knowledge of entire utility billing and collection process.
- Working knowledge of sales tax.
- Working knowledge of modern accounting practices.
- Working knowledge in creating and updating spreadsheets and ledgers.
- Working knowledge of principles of accounting and general accounting processes.
- Ability to assume responsibility, manage, supervise, train, plan and implement.
- Ability to deal with the public under stressful circumstances in a fair, calm and understanding way and obtain positive results.

- Ability to prepare financial reports and keep financial records.

TOOLS & EQUIPMENT USED

- Personal computer including word processing and spreadsheet software, credit card payment machine, central billing system terminal, 10-key calculator, phone, fax and copy machines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, stand, walk and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.
- The employee must frequently lift up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____

*Essential functions of the job.